

EXERCISE 2 Fill in the blanks and read the dialogue.
空欄を埋めて、ダイアログを読みましょう!

Walter ___ ___ ___ you're offering, we're certainly interested in purchasing your delivery tracking software for our shipping centers. _____, customer support is an issue.

Kelly As a standard feature, we offer telephone support from trained technicians, Monday to Friday, 9 A.M. to 8 P.M.
If _____ to pay a bit more, you could upgrade to our premium service, which is available 24 hours a day, seven days a week.

Walter Our shipping centers are in operation _____, so we would need that.
Since this would be a very lucrative contract for you, I was hoping you could include the premium service at no _____.

Kelly I'm afraid that wouldn't be cost-effective for us.
The best I can do is give you a 50% _____ the annual rate.

Walter I'll have to think about that and _____.

Kelly By all means. I'm confident you won't find a _____ elsewhere.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What does the man's company want to do?

Answer 1

- a. Install distribution equipment
- b. Obtain technical training
- c. Buy delivery tracking software
- d. Upgrade its telephone system

Question 2

» What does the woman offer a discount on?

Answer 2

- a. The overall cost
- b. Standard customer service
- c. Premium customer service
- d. Training fees

EXERCISE 3

Practice speaking using the following scenarios.
それぞれの状況に沿って、スピーキングを練習しましょう!

Talk 1

You work at the front desk of a hotel.

You receive a call from a customer (your teacher) requesting a room for two people. There are double rooms available, as well as suites, which are slightly more expensive. Tell the customer about the double rooms and also offer the more expensive option.

Talk 2

You are organizing a business meeting at a hotel.

You are talking to a hotel employee (your teacher) about the catering arrangements. The hotel will provide lunch for \$12 per attendee. There is an extra charge for snacks and refreshments in the morning. Indirectly request that the snacks and refreshments be included in the lunch costs.

Talk 3

You work for a print shop.

A customer (your teacher) wishes to place a large order for 500 copies of a brochure. He has asked for a 30% discount due to the size of the order. Indicate that your best offer is a 15% discount.

WORDS & PHRASES | 単・熟語表現の紹介

» offering / 申し出 » shipping / 配送 » feature / 特徴 » technician / 技術者 » around the clock / 24時間体制で
» in operation / 操業している » lucrative / 利益率の高い、儲けのある » by all means / ぜひとも

HOMEWORK

Writing 1

You work for a travel agency. You received an e-mail from a customer, Ms. Lowe, asking about a flight from Ottawa to Miami tomorrow. The cheapest option is a flight via Toronto for \$450. There is also a direct, faster flight which costs \$550. Write a reply explaining the cheapest option and proposing the more expensive option as well.

Writing 2

You are a translator. A client, Ms. Molloy, has asked you by e-mail to translate a large document. You said you could do it by Friday for \$800. She has asked you to do it by Wednesday for \$600. Write a reply and indicate that your best offer is to do it by Thursday for \$700.